

Proposed PCMH Education Webinar Series

I. Webinar #1 - Concept

- a. Very basic introduction to generally cover the PCMH concept without going into the details of recognition or technology requirements. Begin with Montana's PCMH definition and describe the council's goal of PCMH sites across the state to be consistent in meeting the same recognition standards and delivering the same type of care.
- b. Targeted to those who responded the survey as knowing little or nothing about PCMH or having only somewhat explored how the PCMH concept would work for their practice.
- c. Feature presenters from Montana practices that have undergone the PCMH transformation. They can explain their experience and how PCMH has worked for them.
- d. Use the short TransforMED video on our site, show websites and quotes from exemplary states' PCMH programs, provide statistics such as the information Dr. Wagner used on evidence of lowered costs and improved happiness of providers.
- e. Q&A with Montana providers/CSI

After the initial webinar that introduces the concept of the PCMH model, we could hold a series of 2-3 webinars featuring experts from the field to motivate the audience about PCMH transformation. Each webinar would also feature a Montana provider to wrap up or provide a response.

II. Webinar #2 – Change Concepts for Practice Transformation

- a. Dr. Wagner's webinar on the 8 Change Concepts for Practice Transformation
- b. Montana provider discusses each of the concepts in turn

III. Webinar #3 - Recognition

- a. Begin by describing the Montana recognition standards, what they mean, what they include, how and why the working group came to them.
- b. NCQA could lead the rest of this webinar. Describe what NCQA is and how they recognize and assist practices in PCMH transformation.
- c. Describe each level of recognition how they differ and where practices should be setting their goals in regard to the future of PCMH recognition.
- d. Describe the application process, materials, and costs.
- e. Testimonies from Montana providers.

- f. Q&A with NCQA/Montana providers.
- IV. Webinar #4 – Technology (Quality Metrics)
 - a. This webinar could be largely led by HealthShare MT,
 - b. HSM should describe their capabilities, analytics, and goals for PCMH transformation.
 - c. Describe the finalized set of quality metrics and how the council developed them and how they envision practices using them. HSM or REC? should describe how they can assist practices in the technology aspect of PCMH transformation.
 - d. Practice testimony?
 - e. Q&A led by Montana providers and HSM
- V. Webinar #5 – Framework for Payment (Incentive or practices to participate)
 - a. Involved Council members could lead most of this webinar. Before going into the framework for payment document, it would be help engage participants by staring off with some cost-based analysis of veteran PCMH practices. Statistics on lowered costs.
 - b. Describe framework for payment document, how the council developed it, and how they envision it to be used.
 - c. Describe examples of payer/provider PCMH contracts and/or amendments.
 - d. Q&A led by Council members